

Lucy Chan

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Page 1

Objective

To apply my intelligence, results-oriented approach and global experience to benefit my employer as a part-time employee. Use my strong administrative, customer service and numbers skills in a business environment. Bring excellence to every task assigned, be it large or small.

Education

University of California, San Francisco
San Francisco, California

Graduating May 2012

Jakarta International School

Jakarta, Indonesia

2nd Year B.A. Student,
Specializing in Economics and
Geography

Courses include Introduction to
Economics and Introduction to
Management

**International Baccalaureate
Diploma**

Class of May 2008

Skills

Flawlessly bilingual in both English and Indonesian. Working knowledge of Spanish.

Strong computer skills, including previous experience in hotel software programs, web savvy and functional Microsoft Office skills.

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Page 2

Intern Experience

Worked at two **Five Star** hotels; the **Novotel Bali Nusa Dua Resort** in **Bali**, and the **Dharmawangsa Hotel Jakarta** in Jakarta (www.novotelnusadubali.com/ and www.the-dharmawangsa.com/).

The **Novotel Bali Nusa Dua Resort** is renowned for having an atmosphere that accommodates both a business and family environment. Worked as a financial analyst, accountant, and receptionist. **June-July 2008**

The **Dharmawangsa Hotel** is a 5-star boutique hotel in the heart of the city. This was a summer internship program where I held various tasks in different hotel service divisions. **June 2007**

Experience Summary

Reception/Customer Service

- In charge of checking guests in and out, validating keys, handling currency exchange, providing general information and resolving complaints. Given that a hotel is a network of service sectors and complaints have many points of origin, tremendous patience, self control and impeccable manners are absolutely necessary to be successful at this task.
- Communication is key in a service business and the front desk is the hub for hotel-guest interactions. Am fastidiously customer oriented and possesses the ability to set aside my own opinions or needs; interact extremely well with guests and other hotel divisions.
- Since the first impression is made at the front desk, I assure that my appearance is impeccable at all times and project a clean, professional image.
- As an exceedingly quick learner, adapt well to large amounts of new information and environments which supports exemplary customer service.

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Page 3

Numeric/Accounting/Purchasing/Financial

- Oversaw resort's budget and administered purchasing requests, such as food orders from the Executive Chef. Upon delivery, checked orders for accuracy and quality and adjusted the inventory accordingly.
- To prevent theft kept track of the stock room inventory, with extreme attention to detail; had to maintain accuracy to exact numbers. Placed orders.
- Collected revenue from all profit centres (rooms, food & beverage, spa, Guest Services Agent, etc.). As Income Auditor, recorded each and every transaction (data entry) to exacting standards to prevent theft and catch errors.
- In Accounts Receivable generated invoices, posted payments and collected outstanding debt from Travel Agents and others through collection calls.
- Oversaw the cash function by opening all cash boxes, making a general report and posting all envelopes from various cashiers to accounts receivable, finance, etc.
- Sold foreign currencies to the bank in exchange for Rupiahs (Indonesian currency) and documented gains and losses based on current values.

Butler/Housekeeping/Bartending

- Presented the image of a formal butler, including wearing the suit. All room service, both food & beverage and personal needs such as toiletries, clothes valet, etc, was delivered by butlers.
- Used the Fidelo software program to take room service orders and delivered to rooms. Being multilingual was extremely useful in this function.
- Served drinks and hors d'oeuvres to customers while being mindful of being adaptable to a variety of customer's needs and personalities.
- Needed refined time management skills as well as high detail orientation to clean 12 rooms per day. Checked every single aspect of the room to assure it was at an impeccable standard for the next guests.